

# ABSTRACT OF THE DISCLOSURE

An electronic commerce support method for managing trading in a client connected to a server for providing electronic commerce services to receive the electronic commerce services includes the steps of: transmitting an order for a product on the electronic commerce in response to an input by a user to the server through a communication network, receiving trading information including a trading identifier associated with the order and data on the contents of the order from the server, and storing the trading information in a storage device; receiving from the server trading processing information including a present status of processing for processing initiated for the order, a present status of processing for delivery of the product corresponding to the order, a present status of processing for payment processing for the trading, and the trading identifier; and comparing the trading identifier included in the trading information with the trading identifier included in the trading processing information, and outputting a warning if they are not coincident, and adding the trading processing information to the trading information stored in the storage device if they are coincident. An electronic commerce support method for managing trading in a server for providing a plurality of clients with electronic commerce services, includes the steps of: receiving an order for a product in the electronic commerce in

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response to an input by a user from a client through a communication network, and performing order acceptance processing for the product in accordance with a predetermined electronic commerce processing; transmitting to the client trading information including a trading identifier associated with the order and data on the contents of the order; creating trading processing information including a present status of processing for processing initiated for the order, a present status of processing for delivery of the product corresponding to the order, a present status of processing for payment processing for the trading, and the trading identifier, and transmitting the trading processing information to the client; and managing the present status of processing for the processing initiated for the order, the present status of the processing for delivery of the product corresponding to the order, and the present status of processing for the payment processing for the trading until the order processing, the delivery, and the payment processing are completed.

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